

The languages currently required by the Dymally-Alatorre Act may change over time. The Contractor shall be required to meet the requirements of the Act. The inclusion of additional languages as may be required by the Dymally-Alatorre Act shall be accomplished as a Change Order under the terms of the Contract.

In the response to this section, the Bidder should specify how it will meet these language requirements.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_

#### 6.11.2.3 Recipient Customer Service Functions

The CSC and/or ARU shall provide information and service on the functions described below. At a minimum, a recipient shall be able to conduct the following activities through the ARU 24 hours per day, 7 days per week.

- **Report a lost/stolen card** – Securely deactivate a card and/or freeze an account at the request of the head of household or cardholder.
- **Conduct a current balance inquiry** - "Real-time" account balance information by program.
- **Review transaction history** - Information about the last ten (10) transactions by program including the transaction amount and date.

Additional customer service functions available through the ARU or CSC shall include the following:

- **Inquire about account history** - Request a two-month statement of account history by program to be mailed to the head of household within two (2) business days.
- **Request a replacement card** – Information about benefit card replacement procedures.
- **Change PIN** – Information about PIN re-selection procedures.
- **Identify benefit access/service points** – At a minimum, this should include high-level information about POS/ATM acquirers and how to obtain detailed information about locations.
- **Determine the number of remaining free cash withdrawal transactions**
- **Report unauthorized card use** – Information about reporting unauthorized card use.
- **Card activation and PIN selection for homebound recipients** – Homebound recipients shall be able to securely select a PIN and activate a card.
- **Speak to a Customer Service Representative** - Callers selecting this option will be transferred to a CSR for assistance.